New England Deaconess Hospital

pulse

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CONSTRUCTION

The sounds of tractors and jackhammers filled the air around the Deaconess grounds in February as construction began on a two-story addition located between the Palmer and Baker Buildings (see above photo). Scheduled for completion in late August, the two floors will house computer equipment and data processing personnel.

In other changes around the Deaconess, the transfer of several nonclinical departments from Harris Hall (see story below) to the Red Cross Building on Brookline Avenue has enabled the hospital to alleviate overcrowded conditions in several areas. Consequently, the peritoneal dialysis unit and home dialysis training program will be moved to Palmer 1, and a vascular laboratory will be opened on Baker 1. Administrative offices currently occupying these floors will be relocated to the Harris Hall Building.

Annual meeting held at NEDH; trustees, corporators elected

Trustees, corporators and friends of the Deaconess were invited to the hospital on January 19 to attend the NEDH annual business meeting and dinner.

During the business session, held in Joslin Auditorium, the following men were elected to the corporation membership: **Charles D. Baker,** chairman of the Harbridge House; **Dr. Melvin E. Clouse,** chairman of the NEDH Department of Diagnostic Radiology and past president of the NEDH Medical Staff; **Edward C. Johnson III.,** president of Fidelity Group of Mutual Funds.

Joseph E. Lovejoy, chairman of Ensign-Bickford Industries, Inc., was appointed to the board of trustees. Reappointed to the board were **Colby Hewitt, Jr.,** chairman of Frank B. Hall and Company of Massachusetts, Inc., and **Marvin G. Schorr,** present chairman of the NEDH board and president of Technical Operations, Inc. **Dr. Alexander Marble,** present NEDH medical staff member and former president of the Joslin Diabetes Foundation, was named an honorary trustee.

In recognition of their distinguished service to the hospital, awards (Boston bowls) were presented to Drs. Clouse, Marble and Wilford B. Neptune, president of the Overholt Thoracic Clinic.

Schorr presided over the meeting, which included reports by Dr. Clouse, in his position as president of the medical staff; James F. Morgan, treasurer; and Robert J. Spiller, chairman of the board's audit's committee. Mary Eliza McDaniel, president of the Friends of the Deaconess, presented a check for $43,250 to the hospital for the purchase of a new heart-lung machine in the department of surgery.

The Friends also gave an additional $5,000 towards the funding of the Shields Warren-Mallinckrodt Professorship at the Harvard Medical School. During the business meeting, Assistant Directors Robert D. Pence and Hubert D. Sycamore gave interested trustees a brief tour of several clinical areas in the Meissner Building.

In his remarks at the annual meeting, President Laurens MacLure commented on a number of political and economic factors which will affect the health care system in the 1980's. He outlined recent changes in reimbursement methodolgy, most notably the signing of a three-year contract with

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Several nonclinical offices transferred offsite

Over the next two months, 60 employees from the accounting, outpatient billing and purchasing departments will be transferred to newly renovated office space located within a mile of the Deaconess. "Last year it became obvious that several offices not directly related to patient care would have to be moved offsite in order to expand in vital clinical care areas," explained Associate Director Peter Campisano. "This decision is in keeping with the hospital's ultimate goal of removing all functions of an administrative nature from these areas."

Gail Graham, staff assistant to the director, began last summer to survey local office space available for rental. "Eventually we decided to rent 22,000 gross square feet in the American Red Cross Building at 99 Brookline Avenue," said Graham, who is responsible for the hospital's interior decoration. "The rental fee was reasonable, the space was quite adequate, and the building is located within ten minutes commuting distance from the hospital," she said.

Renovations of the Red Cross space began late in January and were completed by early March when the accounting department was transferred to the building. Move coordinator Tom Wright, purchasing, and several accounting department employees supervised the smooth transfer of furniture and 500 boxes of supplies to the new annex. They will be followed in April by the outpatient billing department (recently renamed the "physician and ambulatory patient financial service"), and by purchasing department personnel in May.

An open house will be held late in the spring to introduce all interested Deaconess employees to the new facility.

Bill Martin, accounting, who currently is sharing the new office space with 15 other people, finds the situation to be a pleasant change from his old quarters. "It's extremely quiet, with fewer distractions than in the Harris Hall Building," said Martin. "The facility couldn't be arranged better. The only inconvenience right now is in going to and from the hospital to conduct business. But that problem will be

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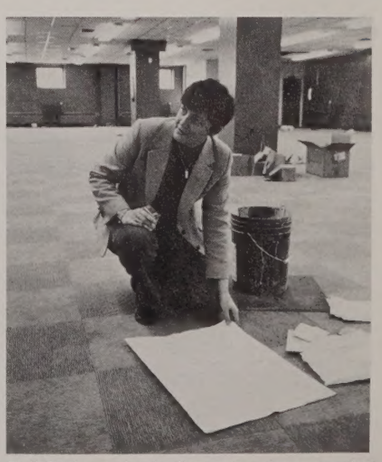

Gail Graham checks floor plans for renovated office area.

Building services department: professional housekeepers

by Marsha Cohen

When the Joint Commission on Accreditation of Hospitals (JCAH) inspected the Deaconess last fall, the high marks awarded for cleanliness were no accident.

The 165 members of the building services department, all professional housekeepers, were responsible for the success of the inspection. And, they took personal pride in the results. Responsible for the daily sanitation of all 14 buildings in the Deaconess complex, the employees considered review time 'business as usual'. "Cleaning for the inspection was no different than cleaning routinely," said Evelina DiRado, a building services aide on Farr 11. Her colleague on Farr 11, Nancy O'Hear, agreed. "To me, this is like cleaning my own house," she said. "I feel good when I leave the hospital at night."

This professionalism and pride is due, in part, to the building services' commitment to continuing education, by which employees are encouraged to better themselves vocationally and personally. The department's management provides a two-day orientation for all new personnel, and offers ongoing technical training in sanitation procedures, in-service programs and career and personal enrichment courses.

Upholding Standards

All of these programs are geared towards fulfilling requirements specified by the JCAH. "Many people don't realize that there are strict standards to uphold and regulations to follow," explained Thompson Greenlaw, building services manager. "A hospital must comply with numerous state and federal requirements to remain in operation." In addition, certain cleaning practices and chemicals must be approved by regulatory bodies such as the Environmental Protection Agency, and the Food and Drug Administration.

Emphasizing this point, Assistant Manager Barbara Stank notes that, "There is a methodology for every job assigned. Staff members just don't do cleaning and other related jobs at will." Building services employees learn the procedures for all assignments from day one of employment in the department, beginning with orientation.

The two-day session consists of technical training and policy review presented through a combination of lectures, tours, slidetapes and films. New employees learn about patient room cleaning, making beds, safety practices, floor care, equipment maintenance and sanitation products. Aides are trained to perform all procedures regardless of sex. "Of course, no one is forced to do any job outside of his or her physical capabilities, but we think it's important for employees to have an understanding of all departmental jobs," said Greenlaw.

Duties

Building services aides are assigned permanent work schedules in specific areas of the hospital, but each employee is prepared to fill in where needed. Their duties are repeated each day in patient rooms, nursing stations, lobbies, examination rooms, offices, critical care units, laboratories and operating rooms. Rooms are disinfected, floors vacuumed, beds made, bathroom facilities scrubbed, new soap and towels are put in place, corners are dusted.

"Most people don't realize that we are responsible for cleaning every inch of the Deaconess," said Greenlaw. "Without proper cleaning of these areas, our patients would be at greater risk of exposure to infection." (See related story on isolation techniques, page 3.)

Building Services Training Coordinator Richard Naliwaika (l) demonstrates a cleaning technique to Aide Alvin Russell (r) and other class members.

Building Services Aide Gilda Moscato

All staff members participate in the department's technical instruction in environmental sanitation procedures. Ten separate lessons are taught during the course of the year and employees are required to attend each one as part of their annual review.

The department handles the high volume of instruction necessary to develop these skills by employing a full-time coordinator of training, Richard Naliwaika, who conducts his classes in a basement room in the Deaconess Building. The classroom simulates several kinds of work areas which staff members are required to clean. The floor is composed of both tiled and carpeted sections, and a separate space is set up to resemble a typical patient room. This educational "center" serves as a resource room, with training manuals and technical publications available for reference.

Building services employees are responsible for cleaning every inch of the Deaconess.

Naliwaika started as an aide in the department 13 years ago, eventually working as a supervisor until his appointment as coordinator of training last May. "Housekeeping services require knowledge, a sense of responsibility and dedication. If we don't eliminate the germs, who will?" stresses Naliwaika. "I tell employees to judge their work as if they would have to use the facility themselves. I ask them, 'would you want to be a patient in the room or area you just cleaned?'."

Continuing Education

Deaconess professionals in other areas, and guest speakers from outside of the institution, periodically are invited to talk to the staff on topics which will enhance their job knowledge, such as controlling infection through handwashing, fire safety, security and coping with the needs of patients. A 20-hour course on patient relations recently was included in the employees' in-service training. According to Naliwaika, the purpose of the course was to teach employees how to communicate with patients without infringing on their privacy, and how to listen and express empathy. In the past, building service employees had not been encouraged to initiate any conversation with patients. But that restriction did not prove to be very practical since building services employees have consistent contact with patients.

Patient Relations

The decision to help employees talk to patients eased anxiety on both sides. Nancy O'Hear was nervous about speaking to hospital patients before she took the course. "It took the tension out of being around patients," said O'Hear. "They are so appreciative to have someone spend a few minutes talking to them. You must have a good listening ear." The patient relations course also facilitated communication between the building services employees and patient care personnel. "Our employees receive requests from patients ranging from getting a glass of water to being helped out of bed," said Greenlaw. "These requests seem simple enough, but they must be handled by nursing personnel, since building services employees are not aware of individual restrictions for patients."

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maintain high standards of cleanliness and order

Another course designed to better communication among building services employees and other segments of the hospital population is the "English as a Second Language" program, which 60 percent of the department's employees have taken so far (see January 1982 PULSE). Other employees have benefited from attending Spanish classes, which are offered under the same program. "With both English and non-English speaking employees taking language courses, the burden of understanding isn't just on one group," said Naliwaika. "We've been able to develop a mutual respect for each other's progress."

Upward Mobility

Progress also has been achieved in another important area – approximately 75 percent of the department's current staff of supervisors have been promoted from within the ranks of building services over the past two years. Patricia Marcott, David Fordham and Karen Carson are three examples of employees who have moved up the department's career ladder.

Now cosupervisors of the evening crew, Marcott and Fordham began their Deaconess careers as housekeeping aides, Marcott in 1972 and Fordham in 1975. Two years ago, they both were promoted to the position of lead-persons, who act as liaisons between the aides and shift supervisors, before becoming supervisors themselves.

Seven years ago, Carson began as an aide. Last spring she expressed an interest in learning skills traditionally handled by men in the department – stripping floors, extracting rugs and using the larger pieces of cleaning equipment. In recognition of her enthusiasm and skill, Carson recently was promoted to assistant supervisor in the Farr Building. "I didn't realize that cleaning was so complicated," said Carson. "You start with your own small area, but as you move up to cleaning more specialized rooms in the hospital, the procedures and use of sanitation products gets more involved."

"If we don't eliminate the germs, who will?"

Along with other supervisors, Marcott, Fordham and Carson have taken Spanish classes and participate in team building sessions, which teach them how to deal effectively with personnel. All three are pleased with the direction the department is taking.

"With the emphasis on continuing education, there is quite a bit of room for competent people to move up," explained Fordham. "There are good incentives to keep you going."

Building Services Aide Victor Ramiez

"Sometimes cleaning can be very routine," he added. "As a supervisor, I now can think about helping to make the building services department more enjoyable for its employees."

Greenlaw notes that there have been only ten new employees hired in the last six months. "Our low turnover probably is due to the fact that we are selective in hiring and because our employees are spending more time in training," he said. Greenlaw's hope is that employees will remain open-minded about job roles, education, careers and other ideas being presented to them. "I'd like to see attitudes continue to change so that employees will feel good about themselves, their fellow workers and the department as a whole," he said.

"Historically, housekeeping aides were made to feel like 'just cleaning people,' " Greenlaw continued. "Now they feel like professionals."

Complex cleaning procedures lower infection risks

Isolation, or precautionary, room cleaning requires building services employees to perform their duties under special circumstances. By strictly controlling housekeeping functions, such as disposal of contaminated waste, department members can help prevent the spread of infection.

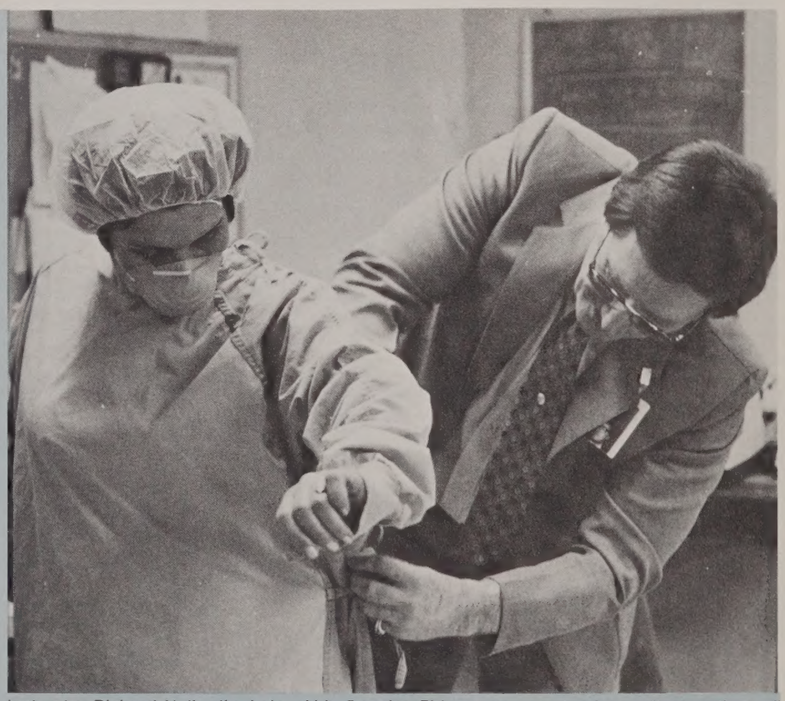
The main reason to put a patient on isolation status is to prevent the transmission of germs from patient to employee or visitor, and vice-versa. People with infectious dermatologic or respiratory diseases, or those in weakened conditions, are examples of patients who might be placed in isolation.

Richard Naliwaika, coordinator of training in the building services department, stresses to aides in his isolation technique classes that they have "nothing to fear" when cleaning precautionary rooms. "In most cases we are concerned about the employees carrying germs from patient to patient."

As a result, building services aides follow several mandatory steps in cleaning the isolation area. First, they don protective apparel such as gloves, masks, gowns and caps which will be disposed immediately after use in order to keep the wearer from transporting germs to other areas of the hospital.

Handwashing is one of the best methods of infection control since the most frequent way of spreading germs is by touching. Aides scrub from their fingertips to their forearms with germicidal soap three times during the cleaning process: before entering the patient room; before leaving the room; and before entering another patient's room.

The procedures for cleaning an isolation room are similar to those followed in a regular hospital room; however, the aides must not come in physical contact with the patient (including his or her bandages, dressings, tubes, needles, food utensils.)



Instructor Richard Naliwaika helps Aide Despina Fidanos prepare to clean a "precautionary" room.

A floor to ceiling scrub-down is not necessary, in most cases, because the air is filtered out of the room every 30 minutes, killing germs almost instantly. Exceptions to the rule are the intensive care and cardiac care units (ICU and CCU). The patients in these units usually are in extremely weakened states and very susceptible to germs. As a result, the ICU and CCU are scrubbed down completely every day.

Finally, double-bagging of waste from isolation rooms further prevents the spread of contaminated bateria. After it is removed from the precautionary quarters, it is sealed in protective cartons for shipping within a 24-hour period.

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Nancy Seideman, Editor

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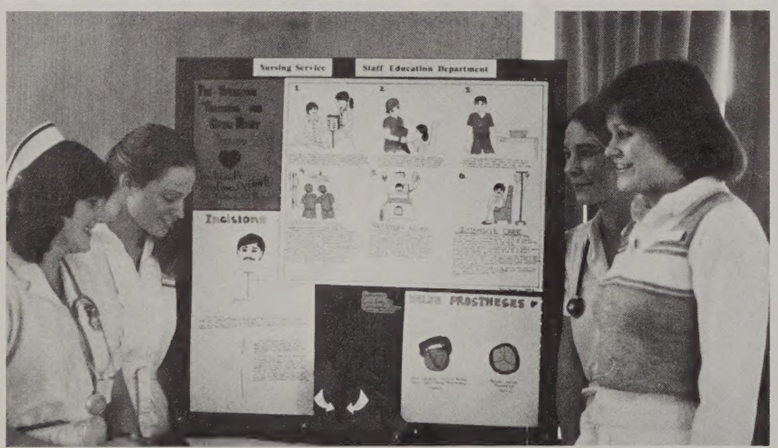
Employees honored at service awards ceremony

A coffee hour was held on February 10 in honor of employees who recently have reached the anniversary date of their 5, 10, 15, 20, 30, or 40th year of service to the hospital. President Laurens MacLure and Director Richard E. Lee presented service award pins to the employees, who included Assistant Director Marjorie Pond, 40-year recipient. **Five-year employees were** *(back row, l-r): Betty Crudup, administrative services; Donna Walsh, accounting; Adriano Martignetti, materials management; (front row, l-r): Biaggia Dacey, service coordination; Immacula David, nursing service; Judith C. Caldwell, heart station; Garfield D. Inniss, building services.*

Five-year recipients *(back row, l-r): Patricia Dunn, surgical services; Francis A. Austin, control center; Gilda Moscato and Richard Cabana, building services; (front row, l-r): Susan Weinberg-Prizant, laboratories; Jesus Velasquez, dietary; John J. Wike, building services.*



Nurses Dianne Healy (l-r), Maureen Hooper, Sandy Rudzitis and Donna Pausch review an exhibit on cardiovascular surgery prepared by Hooper and Pausch as a teaching tool for patient education. The project includes a heart molded out of cookie dough, which illustrates visually what is accomplished during coronary bypass surgery. Cardiac Nurse Ellen Leary and Head Nurse Mary Beth Green assisted with the exhibit, which was completed as part of a staff education workshop sponsored by the nursing service. According to Hooper, response from the nursing staff was enthusiastic, and patients have indicated that they also have benefited from the information. Myra McDonald, an instructor in staff education, coordinated the exhibit, which is moved periodically to different hospital floors in order to reach as many people as possible.

Fifteen-year recipients *(back row, l-r): Beverly A. Green, intravenous therapy; Alfreds Veisbergs and Janis Kalns, maintenance and engineering; Christel R. Watson, nursing service; (front row, l-r): Elizabeth Scott, laboratories;* **twenty-year employees** *Joanne P. Fritsch, nursing service; Albert F. Desimone, diagnostic radiology;* **fifteen-year recipient** *Barbara A. Hurley, laboratories.*

Ten-year recipients *(back row, l-r): Ferdinand Coderre, Sr., maintenance and engineering; Walter Wolonsavich, pharmacy; Norman P. Ferdinand, Medical Office Building; (front row, l-r): Jose R. Leyva and Clotilde Dear, dietary; Joyce Blank, blood bank.*

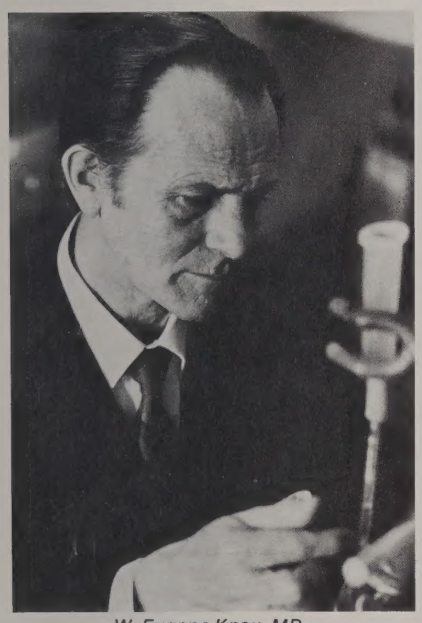
Trumble retires from NEDH

Mary Trumble, secretary in the external resources department for 14 years, recently was honored at a surprise party held in recognition of her retirement. Don Lowry (above), former executive vice president of the hospital, was among the group of friends and colleagues which gathered for Trumble's party in President Laurens MacLure's office. Her retirement gifts included a piece of luggage, which will be well-used, according to Trumble, since she plans to travel a lot – especially to visit her family in Illinois. Trumble also is looking forward to the impending birth of her first grandchild, and to spending her newly found free time enjoying her family and home.

Deaconess community mourns deaths of four members

The Deaconess community was saddened by the deaths of four colleagues over the past few months. They included: **Dr. W. Eugene Knox,** a member of the Cancer Research Institute (CRI), who died January 25; **Virginia F. Hunt,** head of the admissions laboratory, who died December 28; **Alice S. Warren,** a founding member of the Friends of the Deaconess Hospital, January 13; **Nancy F. Moriarty,** a student at the NEDH School of Nursing (SON), January 7.

Dr. Knox, 64, professor of biological chemistry at Harvard Medical School, served as head of CRI's biochemistry division for 29 years, and also as acting director of the institute on two occasions. He published more than 200 papers, 38 abstracts, and chapters in many books in the biochemistry area. His imaginative and meticulous research in enzymology and genetics earned him world-wide recognition. Much of the knowledge of phenylketonuria (PKU), a metabolic disorder of young children that leads to mental retardation if not treated, is based on his work. He was author of chapters on this disease in the 1966 and 1972 issues of "The Metabolic Basis of Inherited Disease." It is now law in Massachusetts that every newborn must be screened for this disorder.

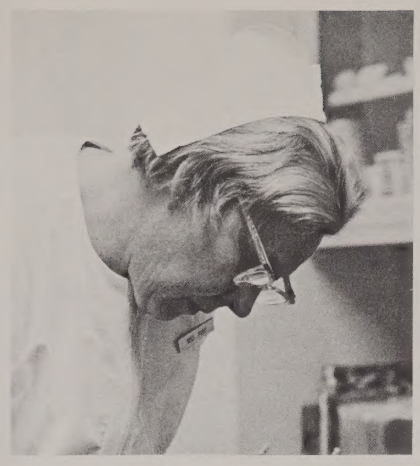


W. Eugene Knox, MD

Dr. Knox was medical director of NEDH's tumor registry and an active member of the hospital's cancer and clinical investigation committees. A memorial service was held for him in NEDH's Dooley Chapel on February 25. His family requests that gifts in his memory be made to the Boston Symphony Orchestra.

Virginia Hunt, 61, was a graduate of Colby College and Peter Bent Brigham Hospital School of Nursing. She served with the US Army Nurse Corps in North Africa and Europe where she was awarded four battle stars and a unit presidential citation. Following her discharge in 1946, she briefly worked at the Peter Bent Brigham Hospital before joining the Deaconess in 1948.

She was blood bank supervisor for many years before being appointed head of the admissions laboratory in 1971. Hunt's colleagues remember her



Virginia F. Hunt

as an excellent teacher who helped many students and technicians master the technique of venipuncture over the years. "Virginia often would receive letters from patients thanking her for her prompt and courteous attention. She gave people a sense of security when they entered the hospital," said one associate.

A resident of Needham, Hunt is survived by a sister, brother, niece and two nephews. Memorials in her name may be made to the Deaconess cancer fund.

Alice S. Warren, 84, was a founder of the Friends of the Deaconess hospital and served as its treasurer for 32 years. She contributed to the establishment of the Friends' School of Nursing Scholarship Fund, and published a short history of the Friends in 1966.

Warren is remembered as a warm, gracious hostess who made many personal contributions to the hospital.

A graduate of the Girl's Latin School, Boston University and Simmons College, she was married to the late Dr. Shields Warren, a pathologist at NEDH for many years. Warren is

Alice S. Warren

survived by two daughters, a sister and seven grandchildren. Gifts in her memory may be made to the Friends of the Deaconess Hospital.

Nancy Moriarty, 19, died January 7 at Children's Hospital in Boston after a brief illness. A memorial service led by her SON colleagues was held in the Dooley Chapel on January 22. She was a 1980 graduate of Cardinal Spellman High School where she served as president of the National Honor Society and was a member of the Latin and literature clubs.

A resident of Abington, Moriarty is survived by her parents, four sisters and five brothers. Memorials in her honor may be made to the National Association for Ileitis and Colitis, 1330 Beacon Street, Brookline, MA 02146.

Attention: 1972 SON graduates

If interested in helping to organize a reunion for the 1972 graduates of the NEDH School of Nursing, contact: Carole Leigh Hopley, 222 McKinley Road, Portsmouth, NH 03801 (phone number: 603-436-3694).

Move *(continued from page 1)*

solved when the other departments with which we work with join us here."

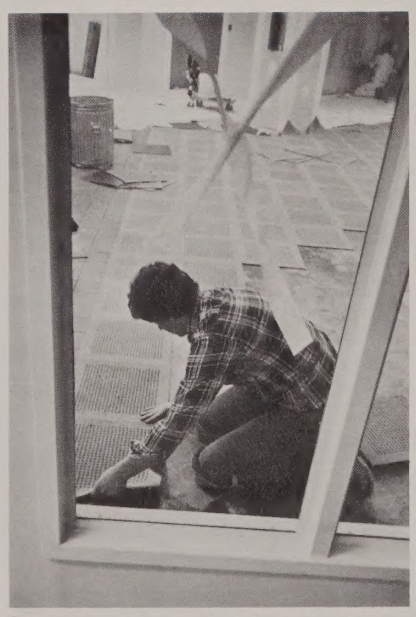
Freedom to design their own work area was a very appealing aspect of the move for the employees involved. "All of these departments were housed in Harris Hall – a rather confining structure," said Graham. "The exciting thing about the new office is that we have total flexibility in organizing the space."

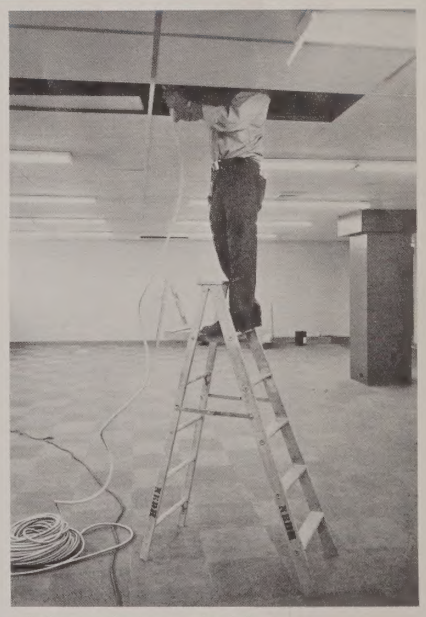
Before renovations began, a task committee, headed by Campisano and Graham, was appointed to assure a smooth transition to the annex. An employee subcommittee also was formed to make decisions affecting common areas of the renovated space. "There was a lot of interaction between the departments involved in the move," said Patti Hansen, physician and ambulatory patient financial service. "We had quite a few meetings to decide the decor of the kitchen and lounge, and our furniture and kitchen appliance needs. A lengthy questionnaire on vending machine contents also was circulated."

The renovated floor includes individual offices with window panels, two conference rooms, a lounge, galley kitchen, dining room and a central work area which is divided by five-foot-high panels. "Ninety percent of these renovations were completed by our own maintenance and engineering department employees," said Graham. "They worked hard, day and night, to finish it on schedule. On the average, it takes 60 days to renovate 10,000 square feet. Our employees completed 16,000 square feet in less time."

Assistant Manager Ray Carlson, maintenance and engineering, commented that the hospital's carpenters, electricians, painters and masons pushed themselves to the limit to keep the project on schedule. "The painters worked at night, so the area would be clear for the other workers during the day," said Carlson. "It took a lot of energy and coordination from all concerned – from Isabella Erskine, who organized the prompt delivery of materials from vendors, to Brian McDonough and Don Cobb, who kept the work area clean and organized. I think everyone approached the project as a challenge," Carlson concluded. Other maintenance and engineering employees involved in the renovation work included Electrician Bob Graham, Carpentry Foreman Tony Graffeo and Painting Foreman Ed Weisberg.

The impending move is welcomed by the physician and ambulatory patient financial service, which presently has 15 employees based in two Harris Hall lower-level offices. "We will have considerably more room," said Hansen, assistant department head. "I was overwhelmed by how spacious and light the area was when I visited it before construction began," she said "At that time, Henry Knopp (department head) and I met with Graham and the designer from Peabody Office Furniture Company to discuss our department's needs."





Deaconess employees worked day and night to finish project on schedule.

"We divided the work area into 'stations' and sectioned it off with panels," Hansen continued. "We were able to utilize most of our present office furniture and computer equipment within the modular system. Our main concern was the transport system to the hospital, since we work closely with data processing. But we were able to develop a good system which met with our satisfaction," she said.

Mail and supply delivery and pickup is scheduled three times daily between the hospital and the annex. According to Staff Assistant Jim Benoit, who coordinated the system, this service will become more frequent when the other two departments are transferred. Employees can commute to and from the hospital for free via the Medical Area Service Corporation (MASCO) shuttle bus which runs on a continuous basis, from 6:30 a.m. to 6 p.m., during the week. Parking is available in the guarded MASCO lot, located next door to the Red Cross Building.

Annual meeting *(continued from page 1)*

Blue Cross last year. The contract includes a reimbursement formula entitled "maximum allowable cost" (MAC), which computes in advance actual Blue Cross payments to individual hospitals in Massachusetts. If hospitals exceed their MAC, they will not be reimbursed for their excesses. However, if they maintain their costs below the MAC, they will be permitted to keep the difference. This approach also provides incentives for doing more outpatient surgery and decreasing a patient's length of stay. The Masssachusetts Joint Legislative/Executive Prospective Reimbursement Commission is considering applying the MAC formula to all hospital payors – Medicaid, private insurers and Medicare.

In response to this evolving health care system, MacLure mentioned that NEDH has hired a hospital and health service consultant to assist management and the board of trustees in developing a major study of the market for NEDH's present and potential services. "Following the marketing study, we expect to review existing programs and services," said MacLure. "In the light of this analysis, we will make appropriate adjustments – adding, subtracting, expanding, or contracting programs. We expect the final phase of our strategic planning exercise will be to review our facilities and equipment using the marketing and program analysis phases to indicate future plant requirements," he said.

MacLure said he was confident that the Deaconess would maintain a leadership role within this new environment. 'We continue to provide the highest quality of care, which will enable us to continue to attract outstanding doctors to our staff,' said MacLure. 'This combination of superior care delivered by outstanding physicians will be sought irrespective of the political or economic climate in the years ahead.'

Following the business session, dinner was served by the dietetics department staff in the cafeteria.

Board of Trustees Chairman Marvin G. Schorr presents a Boston bowl to Dr. Wilford B. Neptune, NEDH trustee and president of the Overholt Thoracic Clinic.

President Laurens MacLure (center) greets Trustees James and Margaret Mountz at a reception following the annual meeting.

Mary Eliza McDaniel, president of the Friends of the Deaconess, presents organization's gift to Board of Trustees Chairman Schorr.

News in Brief

Margaret O'Connell, assistant director of the social service department, became director of the department on April 1. She succeeded **Gerald Cubelli,** who retired from the Deaconess after serving as director of the department for nearly nine years. O'Connell began her association with the Deaconess seven years ago when she worked in the cancer rehabilitation program at the Cancer Research Institute. In 1976, she joined the Deaconess social service department as an oncology social worker.

Mary Hennessey and **Erminie Smith** have been appointed assistant department heads of the patient service department. **Patricia Hansen** has been named assistant department head of the physician and ambulatory patient financial service (formerly the outpatient billing department).

Oncology Dietitian Specialist **Peggy Oberfell** is a steering committee member of the Greater Boston Area Oncology Dieticians Group, which has been awarded a 1981 National Honor Citation from the American Cancer Society. The group serves as a resource for the cancer society's Massachusetts volunteers and staff on questions concerning nutrition and cancer. The annual award was one of four honor citations given to cancer society volunteers in Massachusetts last year.

Dr. Albert L. Sheffer, active staff, recently was a guest speaker at the Susan C. Dees Symposium on Allergy and Immunology at the Duke University of Medicine in North Carolina. Dr. Sheffer presented lectures on exercise-induced anaphylaxis, and on hereditary and acquired angioneurotic edema. The biennial symposia are designed to present the most recent advances in the pathophysiology and therapy of allergic and immunologic disorders.

Department of Medicine Chairman **Robert C. Moellering, Jr., MD,** participated in a symposium on serious infectious diseases which was broadcast via cable television to nearly 300 hospitals throughout the country. The February 10th program, presented in cooperation with the Association of Hospital Television Networks, included presentations by authorities in the areas of pharmacology, infectious disease, microbiology and surgery.

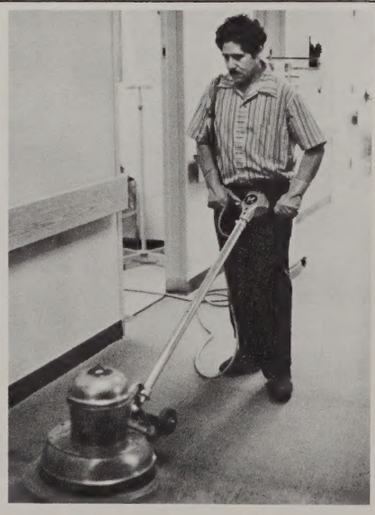
Joseph G. Kelley, husband of **Melanie Kelley,** medical records, has been named Massachusetts Teacher of the Year by the Massachusetts Department of Education. Kelley, an English teacher at Lexington High School, was selected by a panel of judges which included high school and college students, teacher-educators, principals, superintendents and school committee members. The Kelleys live in Belmont with their 11-year-old daughter, Sarah.

Suzanne D. Holloran, RN, MSN, coordinator of staff education under the nursing service, published an article entitled "Teaching Male Catherization: An Application of Change Therapy for an Entire Nursing Staff," in the January/February issue of Nurse Educator.

Nurse Epidemiologist **Julie White** has been named president-elect of the Association of Practitioners in Infection Control, New England chapter. She will assume the duties of president in January 1983.

Administrative Assistant **Francie Greenfield,** dietetics department, was elected to a three-year term on the board of directors of the Greater Boston Diabetes Society (GBDS) at its annual meeting in January. The GBDS is a United Way agency involved in diabetes screening and education programs.

Construction! (see page 1)



Housekeepers set high standards (see page 2)

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